

## Technical product information

<b>Topic</b>	12 Volt - Battery condition checks
<b>Market area</b>	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
<b>Brand</b>	Bentley
<b>Transaction No.</b>	2051562/11
<b>Level</b>	EH
<b>Status</b>	Approval
<b>Release date</b>	

### New customer code

Object of complaint	Complaint type	Position
electrical power, electric system, data transfer -> battery management -> de-energise	functionality -> cannot be activated	
electrical power, electric system, data transfer -> battery management -> record history data	functionality -> without function / defect	
vehicle service -> service, maintenance	functionality	

## Vehicle data

### All Models - 12 Volt Battery condition checks

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
*	2003	E		*	*	*
*	2004	E		*	*	*
*	2005	E		*	*	*
*	2006	E		*	*	*
*	2007	E		*	*	*
*	2008	E		*	*	*
*	2009	E		*	*	*
*	2010	E		*	*	*
*	2011	E		*	*	*
*	2012	E		*	*	*
*	2013	E		*	*	*
*	2014	E		*	*	*
*	2015	E		*	*	*
*	2016	E		*	*	*
*	2017	E		*	*	*
*	2018	E		*	*	*
*	2019	E		*	*	*
*	2020	E		*	*	*
*	2021	E		*	*	*
*	2022	E		*	*	*
*	2023	E		*	*	*
*	2024	E		*	*	*

## Documents

Document name
<a href="#">master.xml</a>

## Customer statement / workshop findings

12 volt battery flat or unserviceable

## Technical background

For all 12 volt battery issues relating to warranty or a parts warranty claim refer to the instructions within the Measure section

## Production change

Not applicable

## Measure

### 12 Volt - Battery test instruction

- 1) Check the battery for external damage - In the event the battery has external damage - Raise a Technical DISS query (ensure clear photographs of the damage/issue are attached) and await feedback before conducting any further steps, however should no external damage be evident please continue with the remaining steps to completion
- 2) Confirm that Non-approved accessories are not fitted/connected to the vehicle
  - Confirm the vehicle is the same as it was when it left the production line
  - Confirm there are no leads/cables or chargers fitted/connected to the vehicle
  - Confirm if the customer connects an approved Bentley battery conditioner (when fitted to vehicle) as per Owners Handbook instruction
  - Carry out the Battery **Warranty test** process as per ElsaPro Rep.Gr 27 - Battery → Battery - To test (VAS 6161). If a Battery defect or bad cell is detected a specific warranty code will be displayed on the print out. The results must be attached to the open DISS query, failure to provide the battery test results will invalidate the potential warranty claim
  - If the message 'Perform charge acceptance test' is displayed then refer to Rep.Gr 27 - Battery → Assessing battery test results → Orig. VW-Batt. Test (Warranty).

Should VAS 622 011 (or equivalent) not charge the battery, firstly attempt to charge the battery using a trickle charger before replacing the battery

If the 'Perform charge acceptance test' fails and no quiescent drain or alternator failure is present, the battery replacement will not be covered under Warranty as the failure is caused by a maintenance error. Please advise the customer how to maintain a healthy battery

### **Consider the advised onward checks to help diagnose the potential battery failure issue**

#### New Continental GT/C - Bentayga and New Flying Spur

- Referring to Elsa Pro Rep.Gr 27 - Carry out the Battery quiescent drain - Manual check
- Referring to Elsa Pro Rep.Gr 27 - Carry out the Battery quiescent drain - History data check



**VERY IMPORTANT: Referring to the video located on the Bentley Hub referencing TPI 2051562/- The operative must follow the instructions within the video, the operative must save an online diagnostic log ensuring all of the required information is supplied**

**Note: Failure to provide all of the required information including battery test results will invalidate the warranty claim**

- Confirm the Alternator charge ratings are to specification - Refer to ElsaPro Rep.Gr 27

#### All other remaining models

- Referring to Rep.Gr 27 - Carry out the Battery quiescent drain - Manual check
- Confirm the Alternator charge ratings are to specification - Refer to Elsa pro Rep.Gr 27

## Warranty accounting instructions

Should the battery have failed due to a system fault excessive/high quiescent drain, the battery can be claimed as an additional consequential part to a warranty claim, the system fault must also be detailed as well as confirmation of the actual system fault repair



**Only Battery test results as follows will be considered for a warranty authorisation**

- BATTERY DEFECT
- BAD CELL



**Note: Failure to provide the battery test results and battery history data (Diagnostic address 19) will invalidate the warranty claim**